

Latest statistics on the inbound and outbound travel markets and air-ticket sales

Outbound market

Levy income

(Source: TIC)

September 2016	September 2015	Difference
HK\$1,994,371	HK\$1,703,595	+17.1%

January - September 2016	January - September 2015	Difference
HK\$19,633,155	HK\$19,319,612	+1.6%

Air-ticket sales

(Source: IATA)

Total billing

1 - 15 September 2016	1 - 15 September 2015	Difference
HK\$1,094 million	HK\$1,199 million	-8.8%

1 January - 15 September 2016	1 January - 15 September 2015	Difference
HK\$19,500 million	HK\$20,968 million	-7.0%

No. of transactions

1 - 15 September 2016	1 - 15 September 2015	Difference
349,290	365,694	-4.5%

1 January - 15 September 2016	1 January - 15 September 2015	Difference
6,413,405	6,547,814	-2.1%

Complaints

(Source: TIC)

September 2016	September 2015	Difference
55 (16 referred by Consumer Council)	88 (40 referred by Consumer Council)	-37.5%

January - September 2016	January - September 2015	Difference
619 (249 referred by Consumer Council)	638 (227 referred by Consumer Council)	-3.0%

Requests for assistance

(Source: TIC)

September 2016	September 2015	Difference
56	115	-51.3%

January - September 2016	January - September 2015	Difference
650	1,148	-43.4%

Enquiries

(Source: TIC)

September 2016	September 2015	Difference
306	279	+9.7%

January - September 2016	January - September 2015	Difference
3,391	3,687	-8.0%

Inbound market

Arrivals

(Source: HKTB)

August 2016	August 2015	Difference
5,086,496	5,614,852	-9.4%

January - August 2016	January - August 2015	Difference
37,295,792	39,865,523	-6.4%

Arrivals from individual markets in August 2016

	No. of visitors	Compared with 2015	Market share
Mainland China	4,037,005	-11.3%	79.4%
Taiwan	174,341	-8.2%	3.4%
South Korea	114,727	+18.8%	2.3%
Japan	101,899	+7.2%	2.0%
Macao	101,087	-11.8%	2.0%
USA	81,982	-0.6%	1.6%
Philippines	54,217	+6.2%	1.1%

Arrivals from individual markets in January - August 2016

	No. of visitors	Compared with 2015	Market share
Mainland China	28,383,241	-9.2%	76.1%
Taiwan	1,346,311	+0.9%	3.6%
South Korea	911,057	+10.1%	2.4%
USA	766,738	+1.1%	2.1%
Japan	681,994	+3.2%	1.8%
Macao	652,337	-3.8%	1.7%
Philippines	501,727	+15.1%	1.3%

Mainland inbound tour group registration

(Source: TIC)

September 2016	September 2015	Difference
4,452	8,931	-50.2%

January - September 2016	January - September 2015	Difference
44,385	92,661	-52.1%

Complaints

(Source: TIC)

September 2016	September 2015	Difference
14 (All CHN / 4 referred by Consumer Council)	25 (All CHN / 6 referred by Consumer Council, 1 referred by Hong Kong Tourism Board, 1 referred by Others)	-44.0%

January - September 2016	January - September 2015	Difference
113 (All CHN / 23 referred by Consumer Council, 1 referred by Travel Agents Registry, 1 referred by Tourism Commission, 3 referred by Hong Kong Tourism Board)	194 (192 CHN 1 SEA 1 OTH / 41 referred by Consumer Council, 8 referred by Hong Kong Tourism Board, 3 referred by Hong Kong Customs and Excise Department, 1 referred by Others)	-41.8%

Requests for assistance

(Source: TIC)

September 2016	September 2015	Difference
36 (ALL CHN / 2 referred by Consumer Council,)	73 (ALL CHN / 4 referred by Consumer Council)	-50.7%

January - September 2016	January - September 2015	Difference
293 (291 CHN 1 SEA 1 OTH / 16 referred by Consumer Council, 1 referred by Travel Agents Registry, 1 referred by Hong Kong Tourism Board, 5 referred by Hong Kong Police, 2 referred by Hong Kong Customs and Excise Department, 1 referred by Shenzhen TV)	524 (522 CHN 1 SEA 1 OTH / 40 referred by Consumer Council, 3 referred by Tourism Commission, 4 referred by Hong Kong Tourism Board, 3 referred by Hong Kong Police)	-44.1%

Enquiries

(Source: TIC)

September 2016	September 2015	Difference
75 (74 CHN 1 SEA / 2 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	56 (ALL CHN / 8 referred by Consumer Council, 1 referred by Hong Kong Tourism Board)	+33.9%

January - September 2016	January - September 2015	Difference
<p style="text-align: center;">700</p> <p>(690 CHN 3 SEA 7 OTH / 23 referred by Consumer Council, 4 referred by Tourism Commission, 4 referred by Hong Kong Tourism Board, 3 referred by Hong Kong Police)</p>	<p style="text-align: center;">503</p> <p>(497 CHN 2 SEA 1 AUS 3 OTH / 48 referred by Consumer Council, 2 referred by Travel Agents Registry, 1 referred by Hong Kong Tourism Commission, 11 referred by Hong Kong Tourism Board, 2 referred by Hong Kong Police, 3 referred by Hong Kong Customs and Excise Department)</p>	<p style="text-align: center;">+39.2%</p>